

Best Practice Tip—Communication Strategy

- Primary care providers are notified by fax whenever a patient registers for an emergency room visit, outpatient consultation or diagnostic test, with follow-up notification after the encounter.
- Contact the provider relations department at your local hospital to discuss arrangements.

Handling Telephone Calls

- Handle calls from selected families of CSHCN differently from other calls to minimize the risk that important issues will not be appropriately addressed.
- Ask families to identify themselves immediately as a member of “your group name” Channel immediately all health-related calls to the “nurse-in-charge.”
- Transfer calls for non-urgent, non-health-related matters to a dedicated voicemail line that is regularly monitored throughout the day.

Silva TJ, Sofis LA, Palfrey JS, 2000. *Practicing Comprehensive Care: A Physician's Operations Manual for Implementing a Medical Home for Children with Special Needs*. Boston, MA: Institute for Community Inclusion, Boston.